



March 2006

AWIN Monthly Newsletter

Send us your story

Do you have a story you would like to share with other end users? Any advice you want to pass along to agencies that are awaiting a cutover in their area? We want to know how AWIN is working for you! Please send your comments to awin@arkansas.gov.

AWIN Support

In partnership with the Arkansas State Police, the Department of Information Systems (DIS) operates the AWIN Call Center to support all AWIN subscribers (radio users) with technical assistance or AWIN-related requests. Technicians are on call in the event of any emergency. Call (501) 682-HELP (682-4357) or toll-free (800) 435-7989 or e-mail:

awin.support@arkansas.gov

The DIS professionals who provide support for AWIN have fielded 182 customer requests to date.

SAFECOM industry summit

AWIN project management will be attending the SAFECOM Conference in Washington D.C. next week. The one day workshop is sponsored by the Department of Homeland Security Science and Technology Directorate's SAFECOM program. The summit will offer information about policies developed for interoperable communications.

The events of September 11th exemplified the need for effective first responder communication systems. The lack of public safety interoperability is a complex and costly problem with many obstacles to overcome. The SAFECOM program is a communications program that provides research, development, testing, guidance and assistance for public safety agencies working to improve response through more effective interoperable wireless communications. SAFECOM works

with federal communications initiatives and public safety agencies to address the need to develop better technologies and procedures for cross-jurisdictional coordination of existing radio systems and future networks.

The SAFECOM conference will help attendees understand more about federal requirements for public safety wireless communications, understand how development of standards will influence public safety technologies, and gain insight into other ways the technical foundations developed by the SAFECOM program can be influenced by research, development and testing.

AWIN program management will be provided an opportunity to network and share ideas with representatives of public safety, research and development organizations, industry, as well as government officials.

Assuring a safer America through effective public safety communications



Acceptance testing

AWIN users need to be aware that final acceptance tests are scheduled for the AWIN system during the month of March. Some sites will be taken off line during the testing. The interruptions should not last more than 30 minutes. AWIN alerts will be distributed within an hour prior to the area being tested to remind users of the service interruption.

The acceptance testing is scheduled for around 10:00 am March 21, 2006. If for some reason this conflicts with pertinent public-safety operations, please contact us as soon as possible so testing can be delayed. You may contact Bruce Lantz at (501) 940-3460 or Randy Presley at (501) 413-8189.

System expansion update

Harvill-Byrd Electric has started work on the wiring for the new AWIN system Smart Zone Controller. Work began Monday March 13th, and is expected to take up to four weeks to complete. The additional Smart Zone Controller will be housed at the Department of Information Systems in a secure, climate controlled environment. The initial controller located at Arkansas State Police Headquarters in southwest Little Rock is close to capacity. As more users join the system, additional space will be required. The second controller will help balance the load of users as well. AWIN program management met with representatives of the City of Little Rock Friday March 17th at the Department of

Information Systems (DIS) to discuss connectivity between the new Smart Zone Controller, to be housed at DIS, and the City of Little Rock. Motorola representative Kirk Miller gave the group an overview of the High Performance Data System for the connection, and took questions from the group about the plans that are in place. Both AWIN program management and the City of Little Rock are working to see the greatest benefit possible from all state and city dollars that are being spent on the project.



County training

The first session of AWIN training for county agency representatives was conducted recently in conjunction with the Arkansas Department of Emergency Management (ADEM) mid-year conference for emergency managers from across the state. ADEM trainers will be evaluating the conference attendee list to decide on the remainder of the training schedule.

E.F. Johnson will be hosting technical training for those counties that purchased radios from the company. Training offered by E.F. Johnson will be held March 20th in Texarkana and Hot Springs and March 21st in Jonesboro. AWIN Policy Development Project Manager Randy Wilcox will attend the training in order to provide practical use training on the system.



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